

Executive Summary

CalHEERS Priority Feature Release 17.7 (to be deployed on 07/31/2017) contains updates to following:

Key New Features that have been added or modified in this release:

- Consumer Assistance
- Eligibility & Enrollment
- Plan Management

Key System Updates that have been deployed in this release:

- Notices
- Implementation

Key Fixes that have been updated or resolved in this release:

- Enrollment-Financial Management
- Notices
- Online Application
- Reports
- Eligibility

Alternate Procedures that have been provided with this release:

No Longer in Effect with this release

New with this release

- Online Application
- Online Application

Purpose and Scope

This document describes the content of the CalHEERS Priority Feature Release 17.7. Any known issues are described together with key features of the release contents, alternate procedures, and actions required.

Key New Features

The following summarizes the new features included in this release.

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
Consumer Assistance				
Implement Agency Module Phase 1 - Part 1				
56121	Change Request	This functionality did not previously exist.	<p>Covered CA anticipated the need for agencies to proactively manage their agents and associated delegation's in future and has licensed with GI for Agency Module.</p> <p>CalHEERS now provides these mentioned features to support Agency Module.</p> <ul style="list-style-type: none"> • Create user role <ul style="list-style-type: none"> ○ Verbiage on <i>Login or Create an Account</i> page is updated to include references to the new Agency Manager role in both English & Spanish. 	<p>Login or Create an Account Page</p> <p>What type of User are you?</p> <p>Account Summary</p> <p>My Profile</p> <p>Individual Manage Delegate</p>

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> ○ A new section to facilitate account creation for the new Agency Manager role is added on the “What type of User are you?” page. ● CalHEERS allows for storage and management of information about agencies ● CalHEERS acts as a tool that allows agencies to manage their agents and the associated delegations. <ul style="list-style-type: none"> ○ The <i>Individual Manage Delegate</i> page displays Agent and Agency Name ● CalHEERS allows users to delegate to agencies. ● CalHEERS permits for relationships between agencies. ● Batch job for extracting Book of Business for Agency Manager is updated. ● CalHEERS now produces additional alerts or notices to communicate with users. 	
Eligibility & Enrollment				
DDI: CMS Data Submission				
57713	Change Request	This functionality did not exist previously.	<p>CalHEERS now integrates with Baseline CMS Module from GI to report enrollment and financial data to CMS as per the CMS SBM Monthly Data Submission Process and requirements. As part of integration, the mentioned are implemented in CalHEERS.</p> <ul style="list-style-type: none"> ● Generate CMS XML file from Enrollment data ● Process and Store Response files from CMS ● CMS XML Report will be generated for enrollment year ● CMS XML Report conforms to Business Specifications provided by CMS 	NA
Plan Management				
GI 2.0 New Functionality for 17.7 Release				
83381	Change Request	This functionality did not exist previously.	<p>The mentioned additional features part of GI 2.0 release are now available.</p> <p>Enrollment Module</p> <ul style="list-style-type: none"> ● The 834 Scripts are now enhanced (e.g. alerts, metrics) ● A filename is added to EDI alert emails ● Additional Filename Formats are available for Inbound 834 <p>Consumer Shopping Module</p> <ul style="list-style-type: none"> ● Batch job now uploads provider data to plan management 	All GI pages

Ref ID	Type	Previous Design/Problem	New Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> The users can now search for providers in plan preferences Plan Management now displays providers in-network for plans The phone number field is now optional in the provider file The preferred provider filter is hidden on <i>Plan Selection</i> page <p>Plan Management Module</p> <ul style="list-style-type: none"> Plan management database updates based on CMS guidelines for 2018 <p>Agent & Entity Module</p> <p>Agent Manager Portal UI Enhancements</p> <ul style="list-style-type: none"> Details of more than 10 agents can be included in every page The agent license number is added to tables We can now search by agent license number A list of agents with counts of delegation accepts and rejects can be exported <p>Entity Admin Portal UI Enhancements</p> <ul style="list-style-type: none"> Details of more than 10 enrollment counselors can be included in every page. The enrollment counselor ID number is added to tables We can now search by enrollment counselor ID number A list of enrollment counselors with counts of delegation accepts and rejects can be extracted 	

Key System Updates

The following summarizes the modified features included in this release.

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
Notices				
Automate Processing of Returned Mail				

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
70674	Change Request	The Service Center manually processed all the returned mails by linking them to the case id.	<p>The process of managing returned mails is now automated in CalHEERS. The mentioned functionalities are now part of CalHEERS system.</p> <ul style="list-style-type: none"> • CalHEERS now prints a barcode on every page of the notice and any form that is mailed to a user and where case ID is provided. The barcode contains the Case ID and the ECM ID. • CalHEERS scans the barcode on every piece of inbound mail. • CalHEERS links the returned mail to the correct case based on the barcode. • CalHEERS flags a mailing address as undeliverable for a case in CalHEERS and DWH. • CalHEERS has the functionality to manually add/remove a flag for undeliverable mailing addresses. • CalHEERS updates the Outreach Template Report to include cases that have the "Undeliverable Flag" and add an indicator in the report to show which users have this flag. • CalHEERS creates a BPM task for each piece of returned mail and assign the task to the correct queue. • CalHEERS removes the Undeliverable flag from the consumer's address when the primary mailing address is updated. 	NA
2017 17.7 Notice Change Request				
87456	Change Request	CalHEERS notices were missing verbiage and other information.	<p>This CR includes various changes to some of the existing CalHEERS notices.</p> <p>Below are the modifications with this CR:</p> <ul style="list-style-type: none"> • CalHEERS now generates a NEW reason snippet on the portal when a consumer is Ineligible or Discontinued for CCP/APTC/CSR due to CCHIP eligibility • CalHEERS now generates a NEW reason snippet on the notices when a consumer is Ineligible or Discontinued for CCP/APTC/CSR due to CCHIP eligibility • The CCHIP NOD01 snippets 695, 696, 697, 699, 700, 701 are updated • The portal snippets now match the verbiage in NOD01 snippets 695, 696, 697, 699, 700, and 701 	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
			<ul style="list-style-type: none"> CalHEERS now suppresses NOD01 snippet 325, 326 when a consumer is either Eligible or Conditionally Eligible for the CCHIP program CalHEERS now suppresses NOD01 snippet 382, 721 when a consumer is either Eligible or Conditionally Eligible for the CCHIP program and there are no other applying household members The triggering conditions for existing reason snippets on CalNOD01 when an admin fails a verification is updated The Footer Snippets 166 (verbiage and trigger), 330 (trigger), 354, 381 (trigger), 382 (trigger) are updated so the Dynamic Date variables provide correct "Pay by" dates. 	
Implementation				
Enhancements to batch jobs functionality for UAT				
90115	Change Request	Testing of batch jobs on non- production environments was dependent on system date. This approach had dependencies on other activities running on non-production environments and the system date had to be changed manually with activities on that environment being paused during the batch job testing.	Time Shifter and Data Source Shift features are extended to batch jobs on non-production environments which help the testers to change the system date as required at a user level and proceed with the testing, thereby removing all manual efforts required in shifting the system time and the requirement of pausing activities on that environment during the batch job testing.	NA

Key Fixes

The following summarizes the key defect fixes implemented in this release.

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
Enrollment – Financial Management				
38012	Defect Fix	When an agent clicked the Export Book of Business link on <i>Active Consumers</i> page, the Consent Date & Years of Consent in the extract did not match portal data.	When an agent clicks the Export Book of Business link on <i>Active Consumers</i> page, the Consent Date & Years of Consent in the extract matches portal data.	Active Consumers

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
37380	Defect Fix	The agent details displayed on <i>Agent Selection</i> page did not display the email address of the agent.	The agent details displayed on <i>Agent Selection</i> page displays the email address of the agent.	Agent Selection
36835	Defect Fix	When an admin updated the AHBX Enrollment End (mm/dd/yyyy) , GI Enrollment End (mm/dd/yyyy) dates, Current GI Enrollment Status on <i>Complete Enrollments Override Updates</i> page and clicked the Update Enrollment button, an exception error message was displayed.	When an admin updates the AHBX Enrollment End (mm/dd/yyyy) , GI Enrollment End (mm/dd/yyyy) dates, Current GI Enrollment Status on <i>Complete Enrollments Override Updates</i> page and clicks the Update Enrollment button, <i>Success</i> popup displays.	Complete Enrollments Override Updates
35848	Defect Fix	When an admin updated the AHBX Enrollment Start (mm/dd/yyyy) and GI Enrollment Start (mm/dd/yyyy) dates on <i>Complete Enrollments Override Updates</i> page and clicked the Update Enrollment button, an exception error message was displayed.	When an admin updates the AHBX Enrollment Start (mm/dd/yyyy) and GI Enrollment Start (mm/dd/yyyy) dates on <i>Complete Enrollments Override Updates</i> page and clicks the Update Enrollment button, <i>Success</i> popup displays.	Complete Enrollments Override Updates
36919	Defect Fix	When an admin made any changes on <i>Complete Enrollments Override Updates</i> page and clicked the Update Enrollment button, an exception error message was displayed.	When an admin makes any changes on <i>Complete Enrollments Override Updates</i> page and clicks the Update Enrollment button, <i>Success</i> popup displays.	Complete Enrollments Override Updates
36967	Defect Fix	When a user clicked the Select Health / Dental Plan link on Individual Homepage with report a change in progress, the Tax Credit (APTC) amount displayed on <i>Confirm Your Plan Selection</i> page was incorrect.	When a user clicks the Select Health / Dental Plan link on Individual Homepage with report a change in progress, the Tax Credit (APTC) amount displayed on <i>Confirm Your Plan Selection</i> page is correct.	Confirm Your Plan Selection
34610	Defect Fix	When a user clicked the View Details button on <i>Enrollment History</i> page, the Member Details table was aligned incorrectly.	When a user clicks the View Details button on <i>Enrollment History</i> page, the Member Details table is aligned correctly.	Enrollment History
37267	Defect Fix	The Individual Homepage displayed Report a Change button and Apply Now_2016 link after ROP batch job run for a case, which was previously determined, conditionally eligible.	The Individual Homepage displays View Case History and Apply Now buttons along with Apply Now_2016 link after ROP batch job run for a case, which was previously determined, conditionally eligible.	Individual Homepage
33095	Defect Fix	When an enrollment was reinstated, IND69 transaction did not update	When an enrollment is reinstated, IND69 transaction updates the	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		the reinstated details in Interface database.	reinstated details in Interface database.	
36852	Defect Fix	When an enrollment was reinstated, the old records in the mentioned tables were not soft deleted. HBX_INDV_PLAN_ENRL HBX_INDV_PLAN_MEMBERS HBX_ENRL_FIN	When an enrollment is reinstated, the old records in the mentioned tables are soft deleted and new records are inserted. HBX_INDV_PLAN_ENRL HBX_INDV_PLAN_MEMBERS HBX_ENRL_FIN	NA
37198	Defect Fix	When a user clicked Ok button in the <i>Regroup Confirmation</i> popup on <i>Enrollment Introduction</i> page, the group details displayed on <i>Plan Selection – In Progress</i> page was incorrect.	When a user clicks Ok button in the <i>Regroup Confirmation</i> popup on <i>Enrollment Introduction</i> page, the group details displayed on <i>Plan Selection – In Progress</i> page is correct.	Plan Selection – In Progress
34871	Defect Fix	When a user moved the mouse over text field for First Name under Search by Name on <i>Search for a Certified Insurance Agent in California</i> page, the link select symbol (hand symbol) was displayed.	When a user moves the mouse over text field for First Name under Search by Name on <i>Search for a Certified Insurance Agent in California</i> page, the text select symbol (I symbol) is displayed.	Search for a Certified Insurance Agent in California
34858	Defect Fix	The validation message for Zip Code* field on <i>Search for a Certified Insurance Agent in California</i> page in Spanish displayed in English.	The validation message for Zip Code* field on <i>Search for a Certified Insurance Agent in California</i> page in Spanish displays in Spanish.	Search for a Certified Insurance Agent in California
Notices				
26433	Defect Fix	When a user is determined ineligible, the notice NOD01C did not have a snippet after snippet 451 to explain the reason for ineligibility.	When a user is determined ineligible, the notice NOD01C has relevant snippets after snippet 451 to explain the reason for ineligibility.	NA
26889	Defect Fix	When SAWS sent an EDR informing Incarcerated status of a household member, the NOD01 notice issued did not have snippet 224 (incarcerated reason).	When SAWS send an EDR informing Incarcerated status of a household member, the NOD01 notice issued has snippet 224 (incarcerated reason) included.	NA
31543	Defect Fix	When a user failed the California Resident verification, the NOD01c notice issued had snippet 373.	When a user fails the California Resident verification, the NOD01c notice issued has snippet 223.	NA
33679	Defect Fix	The notice NOD01ab issued had incorrect dates for Snippet 166.	The notice NOD01ab issued has correct dates for Snippet 166.	NA
37186	Defect Fix	The outbound batch jobs (ARC-1000-OB-01, ARC-1001-OB-01, ARC-1003-OB-01) skipped cases where	The outbound batch jobs (ARC-1000-OB-01, ARC-1001-OB-01, ARC-1003-OB-01) picks all cases where the	NA

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		the preferred method of communication was changed from email to mail before reprint.	preferred method of communication is mail before reprint.	
Online Application				
34600	Defect Fix	When a user switched to Spanish on <i>Add [Household member name] Income</i> page and clicked the Save & Exit button, Individual Homepage displayed.	When a user switches to Spanish on <i>Add [Household member name] Income</i> page and clicks the Save & Exit button, <i>Are you sure you want to save and exit?</i> Popup displays.	Add Income
36824	Defect Fix	The Spanish text for Clear my answers button on <i>Additional Demographic Information</i> page was incorrect.	The Spanish text for Clear my answers button on <i>Additional Demographic Information</i> page is correct.	Additional Demographic Information
36805	Defect Fix	The Submit button on <i>Additional Demographic Information</i> page was enabled without filling any details.	The Submit button on <i>Additional Demographic Information</i> page is enabled after filling the required details.	Additional Demographic Information
37366	Defect Fix	The explanation text for the question What is Your Gender? On <i>Additional Demographic Information</i> page read the following Check the box that best describes your current gender identity.	The explanation text for the question What is Your Gender? On <i>Additional Demographic Information</i> page reads the following Select the option that best describes your current gender identity.	Additional Demographic Information
36915	Defect Fix	When an admin reported a change through <i>Flexible Application</i> page and changed the response for the following questions Is this person American Indian Alaska native? & Is [Household Member Name] involved in a lawsuit because of injury or accident? Under Miscellaneous Information panel, the New value field on <i>Application Signature for Reported Changes</i> page displayed 100.	When an admin reports a change through <i>Flexible Application</i> page and changes the response for the following questions Is this person American Indian Alaska native? & Is [Household Member Name] involved in a lawsuit because of injury or accident? under Miscellaneous Information panel, the New value field on <i>Application Signature for Reported Changes</i> page is blank.	Application Signature for Reported Changes
37262	Defect Fix	When a user keyed alphanumeric characters for Pin field on <i>Create an Account to Apply</i> on Internet Explore and Firefox browsers, the field accepted more than 4 characters and masked only numerical values.	When a user keys alphanumeric characters for Pin field on <i>Create an Account to Apply</i> on Internet Explore and Firefox browsers, the field removes non-numeric characters and displays the following validation message Please enter a 4-digit numeric PIN and does not allow a 5 th character to be entered.	Create an Account to Apply

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
37265	Defect Fix	When a user entered an incomplete SSN for Social Security number (SSN) field on <i>Create an Account to Apply</i> , the following validation message was displayed Please enter a 9-digit SSN.	When a user enters an incomplete SSN for Social Security number (SSN) field on <i>Create an Account to Apply</i> , the following validation message is displayed This is not a valid Social Security number (SSN). Please enter a valid 9-digit number.	Create an Account to Apply
37009	Defect Fix	When a user selected Phone for the following question If we need to get in touch with you, how do you want us to contact you? On <i>Create an Account to Apply</i> page, the following optional question was displayed Click "yes" if applicant would like to receive calls and text message about their health care plan.	When a user selects Phone for the following question If we need to get in touch with you, how do you want us to contact you? On <i>Create an Account to Apply</i> page, the following optional question does not display Click "yes" if applicant would like to receive calls and text message about their health care plan.	Create an Account to Apply
37012	Defect Fix	The explanation text for Zip Code filed on <i>Create an Account to Apply</i> page in Spanish displayed as Código pos.	The explanation text for Zip Code filed on <i>Create an Account to Apply</i> page in Spanish displays as Código postal.	Create an Account to Apply
37010	Defect Fix	The below mentioned were issues related to email field on <i>Create an Account to Apply</i> page. <ul style="list-style-type: none"> When a user chose Email for the question If we need to get in touch with you, how do you want us to contact you?, Enter your email address & Re-enter your email address fields displayed at the same time. When a user chose Phone/Mail for the question If we need to get in touch with you, how do you want us to contact you? And selected yes for the question Would you like to add additional ways to be contacted to your account? , Email field was displayed.	The below mentioned are fixes related to email field on <i>Create an Account to Apply</i> page. <ul style="list-style-type: none"> When a user chooses Email for the question If we need to get in touch with you, how do you want us to contact you?, Re-enter your email address field is displayed only after a valid email address is entered in Enter your email address field. When a user chooses Phone/Mail for the question If we need to get in touch with you, how do you want us to contact you? And selects yes for the question Would you like to add additional ways to be contacted to your account? , Enter your email address field displays.	Create an Account to Apply
34859	Defect Fix	When a user clicked the Continue button on <i>Employer Contact Information</i> page after entering the required details, the Cancel and Ok	When a user clicks the Continue button on <i>Employer Contact Information</i> page after entering the required details, the Cancel and Ok	Employer Contact Information

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
		buttons in <i>Confirm Your Address</i> popup were not aligned correctly.	buttons in <i>Confirm Your Address</i> popup are aligned correctly.	
38029	Defect Fix	When an agent applied on behalf of a user and navigated to <i>Estimate [Year] Household Income</i> page, Add Income button was not displayed and a We Apologize error message popup appeared.	When an agent applies on behalf of a user and navigates to <i>Estimate [Year] Household Income</i> page, Add Income button displays without any error.	Estimate Household Income
37263	Defect Fix	When an admin switched to Spanish language and reported a change through <i>Flexible Application</i> page, the following extra text "??householdincome .employmentIn" displayed in the left navigation pane and the following link "????householdincome .employmentIn.Cancel???" displayed instead of Cancel all Changes link on Apply For Health Insurance screen.	When an admin switches to Spanish language and reports a change through <i>Flexible Application</i> page, no extra text displays in the left navigation pane and the correct translation for Cancel all Changes link is displayed on Apply For Health Insurance screen.	Flexible Application
37469	Defect Fix	When an admin updated the income details for a user on <i>Flexible Application</i> page, the total amount displayed in Expected Yearly Household Income panel was incorrect.	When an admin updates the income details for a user on <i>Flexible Application</i> page, the total amount displayed in Expected Yearly Household Income panel is correct.	Flexible Application
34809	Defect Fix	When a user entered blank spaces for the mentioned questions on <i>Income</i> pages, the Save button on the page was enabled. <ul style="list-style-type: none"> What is the name of this employer? Name this income Name this deduction 	When a user enters blank spaces for the mentioned questions on <i>Income</i> pages, the Save button on the page is disabled. <ul style="list-style-type: none"> What is the name of this employer? Name this income Name this deduction 	Income
34300	Defect Fix	When a user left the response for the following question blank How many hours a week on average does [Household member name] claim this deduction? on <i>Income Deduction</i> page, the following validation message was displayed Please enter a value greater than 0.	When a user leaves the response for the following question blank How many hours a week on average does [Household member name] claim this deduction? on <i>Income Deduction</i> page, the color of the text in the question turns red.	Income Deduction

Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
37434	Defect Fix	The text in Application Progress track box on Individual Homepage was not aligned correctly.	The text in Application Progress track box on Individual Homepage is aligned correctly.	Individual Homepage
37396	Defect Fix	When a user entered an invalid access code and clicked the Ok button in the <i>Invalid Access Code</i> popup on <i>Please Review Your Information</i> page, a We Apologize error message was displayed.	When a user enters an invalid access code and clicks the Ok button in the <i>Invalid Access Code</i> popup on <i>Please Review Your Information</i> page, the following validation message displays This Access Code is not valid. If you can't remember your Access Code, please contact us at (800) 787-6921.	Please Review Your Information
37375	Defect Fix	When a user clicked the Create Account button on <i>Please Review Your Information</i> page, <i>Thank you for creating an account!</i> Popup displayed with the following text Please log in to start your application.	When a user clicks the Create Account button on <i>Please Review Your Information</i> page, <i>Thank you for creating an account!</i> Popup displays the following text Click the "Log In" button to get started on your application. With a Log In link.	Please Review Your Information
34312	Defect Fix	When a user attempted to add an income on <i>Review Income</i> page and pressed the Escape key in the keyboard after entering the details for the income group, the entries were saved.	When a user attempts to add an income on <i>Review Income</i> page and presses the Escape key in the keyboard after entering the details for the income group, the entries are not saved.	Review Income
34888	Defect Fix	When a user copied the url on <i>Review Income</i> page and attempted to open it on a new tab, a We Apologize error message was displayed without error code and error number.	When a user copies the url on <i>Review Income</i> page and attempts to open it on a new tab, a We Apologize error message displays with an error code and error number.	Review Income
34636	Defect Fix	The verbiage format for the question Will [Household member name] claim any deductions on their taxes this year? on <i>Tax Deductions</i> page was incorrect.	The verbiage format for the question Will [Household member name] claim any deductions on their taxes this year? on <i>Tax Deductions</i> page is correct.	Tax Deductions
37370	Defect Fix	When a user reported changes to <i>Additional Demographic Information</i> page, the Change Element, Old Value and New Value fields in Change log table on <i>Transaction History</i> page displayed partially in English for a Spanish user.	When a user reports changes to <i>Additional Demographic Information</i> page, the Change Element, Old Value and New Value fields in Change log table on <i>Transaction History</i> page displays all information in Spanish for a Spanish user.	Transaction History

Reports

37435 (Data)	Defect Fix	When a user reported changes to a household member, Transaction SA	When a user reports changes to a household member, Transaction SA	NA
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Ref ID	Type	Previous Design/Problem	Updated/Resolved Functionality In this Release	Pages Impacted
Mart layer) 37433 (DWH layer)		tracked changes associated to that individual only. Impacted SA: Transaction SA Impacted Attributes: NA	now tracks changes associated to all individuals in the household.	
Eligibility				
36106	Defect Fix	A DER-C did not include DC (EERC that indicates that the ROP for verifying the person's non-deceased status has expired) after ROP batch.	A DER-C includes DC (EERC that indicates that the ROP for verifying the person's non-deceased status has expired) after ROP batch.	NA

Alternate Procedures

Summary of Alternate Procedures

This section summarizes Alternate Procedures **No Longer in Effect** as of this release. Except for the following (and those noted in previous release notes), all other Alternate Procedures from previous releases remain in effect.

#	Alternate Procedures No Longer in Effect	Ref ID	Release Delivered
Online Application			
241	When an admin clicks the Continue Report a Change button on Individual Homepage in Spanish and selects Flexible Admin View in the View confirmation popup, text for Cancel all Changes link and Case# displays incorrectly on Apply for Health Insurance screen.	37263	17.7
242	When an admin user is on Flexible Application page in Spanish, the following questions In What language should we write to you? and In what language should we speak to you? have no values for the dropdown under Communication and Language Preferences panel.	37347	17.7
243	When an admin clicks the Continue button under Consent For Verification panel on Flexible Application page, Confirm Identity popup displays the first two lines in English and the remaining content in Spanish.	37361	17.7
245	When a user changes the responses on Additional Demographic Information page, the Change Element, Old Value and New Value fields under Change Log Table on Transaction History page displays in English for a Spanish user.	37370	17.7
248	When creating an account, an individual may encounter that the PIN and Re-enter PIN fields are accepting non-numerical values to be typed.	37262	17.7

This section summarizes the **NEW** Alternate Procedures for known issues agreed to be resolved in a future release.

#	New Alternate Procedures	Ref ID	Planned Release
Online Application			
250	Agents and Agency Managers cannot input more than 25 characters in the Correspondence Address.	38436	17.7.0.1

Glossary			
Acronym	Full Form	Acronym	Full Form
ABE	Accenture Billing Engine	IMM	Immigrant
ADA	Americans with Disabilities Act	IRS	Internal Revenue System
AHBX	Accenture Health Benefit Exchange	ISO	Information Security Officer
AI	American Indian	IVR	Interactive Voice Response
ALM	Application Lifecycle Management	JAWS	Job Access with Speech (JAWS is a computer screen reader program for Microsoft Windows that allows blind and visually impaired users to read the screen either with a text-to-speech output or by a Refreshable Braille display)
AN	Alaskan Native	LFP	Lawful Presence
APTC	Advance Premium Tax Credits	LV	Life event needs verification
BOB	Book of Business	MCAP	Medi-Cal Access Program
BPM	Business Process Management	MEDS	Medi-Cal Eligibility Determination System
BRE	Business Rules Engine	MNE	Manual Eligibility
CCHIP	County Children’s Health Initiative Program	NMEC	Non-MAGI MEC AID Code
CCP	Covered California Programs	NQI	New Qualified Immigrants
CEC	Certified Enrollment Counselor	OBIEE	Oracle Business Intelligence Enterprise Edition
CEE	Certified Enrollment Entities	OPA	Oracle Policy automation
CEW	County Eligibility Worker	PAI	Projected Annual Income
CFS	Carry Forward Status	PBE	Plan Based Enroller
CIN	Client Index Number	PDF	Portable Document Format
CMI	Current Monthly Income	PLR	Policy Level Reporting
CMS	Centers for Medicare & Medicaid Services	QDP	Qualified Dental Plan
COR	County of Responsibility	QHP	Qualified Health Plan
CR	Change Requests	RDP	Registered Domestic Partner
CSR	Cost Share Reduction	ROP	Reasonable Opportunity Period
CSS	Cascading Style Sheets (CSS is a style sheet language used for describing the look and formatting of a document written in a markup language)	RTC	Rational Team Concert
CSV	Comma Separated Value	SA	Subject Area
DER	Determination of Eligibility Response	SAWS	Statewide Automated Welfare Systems
DHCS	Department of Health Care Services	SCIN	Statewide Client Index Number
DWH	Data Warehouse	SCR	Service Centre Representative

Glossary			
Acronym	Full Form	Acronym	Full Form
ECM	Electronic Content Management System	SFTP	Secured File Transfer Protocol
EDD	Employment Development Department	SIR	Service Investigation report
EDI	Electronic Data Interchange	SLCSP	Second Lowest cost silver plan
EDR	Eligibility Determination Request	SNOW	Service Now
EERC	Eligibility Evaluation Reason Code	SQL	Structure Query Language
EPO	Exclusive Provider Organization	SSA	Social Security Administration
ETL	Extract, Transform and Load	SSN	Social Security Number
FDSH	Federal Data Services Hub	STNA	Short Term Negative Action
FIPS	Federal Information Processing Standard	UAT	User Acceptance Test
FPL	Federal Poverty Level	UPW	Unplanned Pregnant Woman
FTB	Franchise Tax Board	URL	Uniform Resource Locator
FTI	Federal Tax Information	VLP	Verify Lawful Presence
GI	Get Insured	WAT	Web Accessibility Toolbar
IAP	Insurance Affordability Programs	WCC	Web Center Content
ICT	Inter County Transfer	WP	Work Products
IDD	Interface Definition Document	WSDL	Web Services Descriptor Language